

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

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*In the Matter of:*

Langston Post Office  
Langston, Alabama 35755

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Docket No. A2011-73

**UNITED STATES POSTAL SERVICE NOTICE OF FILING**  
(September 29, 2011)

By means of Order No. 858 (September 16, 2011), the Postal Regulatory Commission docketed correspondence from a customer of the Langston, Alabama Post Office, assigning PRC Docket No. A2011-73 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set September 29, 2011 as the date by which “[t]he Postal Service shall file the applicable administrative record regarding this appeal” or “any responsive pleading.” This pleading responds to that directive.

Today the Postal Service files the electronic version of the administrative record concerning the Final Determination to Close the Langston, AL Post Office and to Provide Service by Community Post Office.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business

James M. Mecone

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 268-6525; Fax -5628

## LANGSTON Docket: 1369838 - 35755

\*These are the 1st IR documents that should be completed Scanned and sent to the MPOO for review

Page	Document
1.	<u>Request/approval to study for discontinuance (02/15/2011)</u>
2.	<u>Notice (if appropriate) to Headquarters of suspension</u>
3.	<u>Notice (if appropriate) to customers/district personnel of suspension</u>
4.	<u>Highway map with community highlighted (03/01/2011)</u>
5.	<u>Eviction notice (if appropriate) (03/01/2011)</u>
6.	<u>Building inspection report and original photos of building deficiencies (if appropriate) (03/22/2011)</u>
7.	<u>Post Office and community photos (03/22/2011)</u>
8.	<u>PS Form 150, Postmaster Workload Information (03/18/2011)</u>
9.	<u>Worksheet for calculating work service credit (03/22/2011)</u>
10.	<u>Window transaction record (03/22/2011)</u>
11.	<u>Record of incoming mail (03/22/2011)</u>
12.	<u>Record of dispatched mail (03/22/2011)</u>
13.	<u>Administrative postmaster/OIC comments (03/01/2011)</u>
14.	<u>Inspection Service/local law enforcement vandalism reports (03/02/2011)</u>
15.	<u>Post Office fact sheet (04/04/2011)</u>
16.	<u>Community fact sheet (03/22/2011)</u>
17.	<u>Alternate service options/cost analysis (03/22/2011)</u>
18.	<u>Form 4920, Post Office Fact Sheet (04/04/2011)</u>
19.	<u>Reccomendation and Service Replacement Type (02/15/2011)</u>
20.	<u>Questionnaire instruction letter to postmaster/OIC (03/22/2011)</u>
21.	<u>Cover letter, questionnaire, and enclosures (03/16/2011)</u>
22.	<u>Returned customer questionnaires and Postal Service response letters (03/16/2011)</u>
23.	<u>Analysis of questionnaires (04/06/2011)</u>
24.	<u>Community meeting roster (04/12/2011)</u>
25.	<u>Community meeting analysis (04/12/2011)</u>
26.	<u>Community meeting letter (Need to set before questionnaire if not held before) (04/12/2011)</u>
27.	<u>Petition and Postal Service response letter (if appropriate) (01/01/1900)</u>
28.	<u>Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)</u>
29.	<u>Proposal checklist (04/04/2011)</u>
30.	<u>District notification to Government Affairs (05/23/2011)</u>
31.	<u>Instructions to postmaster/OIC to post proposal (05/19/2011)</u>
32.	<u>Invitation for comments exhibit (05/23/2011)</u>
33.	<u>Proposal exhibit</u>

34.	<u>Comment form exhibit (05/19/2011)</u>
35.	<u>Instructions for postmaster/OIC to remove proposal (07/21/2011)</u>
36.	<u>Round-date stamped proposals and invitations for comments from affected offices (07/26/2011)</u>
37.	<u>Notification of taking proposal and comments under internal consideration (07/25/2011)</u>
38.	<u>Proposal comments and Postal Service response letters (07/15/2011)</u>
39.	<u>Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate)</u>
40.	<u>Analysis of comments (07/18/2011)</u>
41.	<u>Revised proposal (if appropriate) (07/21/2011)</u>
42.	<u>Updated PS Form 4920 (if appropriate) (04/04/2011)</u>
43.	<u>Certification of record (07/27/2011)</u>
44.	<u>Log of Post Office discontinuance actions (07/27/2011)</u>

## Post Final Determination

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**Below is the letters that need to go out and forms to complete for Posting the Final Determination for LANGSTON**

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*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review	
Page	Document
41.	<u>Revised proposal (if appropriate) (07/21/2011)</u>
42.	<u>Updated PS Form 4920 (if appropriate) (04/04/2011)</u>
43.	<u>Certification of record (07/27/2011)</u>
44.	<u>Log of Post Office discontinuance actions (07/27/2011)</u>
45.	<u>Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and S</u>
46.	<u>Headquarters' acknowledgment of receipt of record (08/14/2011)</u>
47.	<u>Final determination transmittal letter from Headquarters (08/23/2011)</u>
48.	<u>Instruction letter to postmaster/OIC on posting (08/22/2011)</u>
49.	<u>Round-date stamped final determination cover sheets ()</u>
50.	<u>Postal Bulletin Post Office Change Announcement ()</u>
51.	<u>Vice president, Delivery and Retail, instruction letter (08/22/2011)</u>

**FILE LINK**

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02/15/2011

WILLIAM MITCHELL  
DISTRICT MANAGER  
ALABAMA PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 5 congressional district.

Post Office Name: LANGSTON  
Zip+4 Code: 35755-8231  
EAS Level: 13  
Finance Number: 014740  
County: Jackson

Proposed Admin Office: SCOTTSBORO PO  
ADMIN Miles Away: 10.0  
Near Office Name: GRANT PO  
Near Miles Away: 9.0  
Number of Customers:  
Post Office Box: 51  
General Delivery: 0  
Rural Route (RR): 495  
Highway Contract Route (HCR): 0  
Intermediate RR: 0  
Intermediate HCR: 0  
City Delivery: 0  
Total Customers: 546

ZIP Code Change: Yes ☐ NO ☒ ZIP Code

The above office became vacant when the postmaster retired on 04/01/2010.

This facility is vacant. With the decline in mail volume and retail transactions, we will continue to provide effective and regular service through another independent post office.

ROMAN KING  
Manager, Post Office Operations

Approval to Study for Discontinuance:

WILLIAM MITCHELL  
DISTRICT MANAGER  
ALABAMA PFC

02/15/2011

DATE

cc: Area Manager, Public Affairs and Communication

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Docket: 1369838

## NOTICE OF POST OFFICE EMERGENCY SUSPENSION

**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 8 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0486

Date: 04/12/2011  
Fax No: (850) 577-4390

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## NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

**A. Office**

Name: LANGSTON State: AL Zip Code: 36766  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 5 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0485

Date: 04/12/2011  
Fax No: (660) 577-4390

Post Office™ Locations in ZIP 35755

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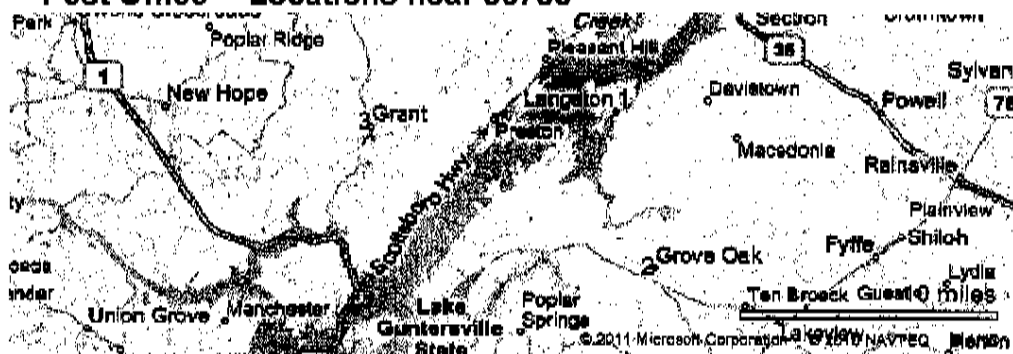
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# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 35755



**1 Post Office™**  
**Location -**  
**LANGSTON**  
8989 COUNTY ROAD  
67  
LANGSTON, AL  
35755-8231  
(800) ASK-USPS  
(800) 275-8777  
(256) 228-6057

6.1 mi

**Business Hours**  
Mon-Fri  
8:00am-1:00pm  
2:00pm-4:30pm  
Sat  
8:00am-10:00am  
Sun  
closed

**Services**  
**PO Boxes Online**

Service hours may vary. Please  
check link for business hours.

**2 Post Office™**  
**Location -**  
**GROVEOAK**  
793 COUNTY ROAD  
402  
GROVEOAK, AL  
35975-4540  
(800) ASK-USPS  
(800) 275-8777  
(256) 659-4720

6.9 mi

**Business Hours**  
Mon-Fri  
9:00am-1:00pm  
Sat  
11:00am-1:00pm  
Sun  
closed

**Services**  
**PO Boxes Online**

Service hours may vary. Please  
check link for business hours.

**3 Post Office™**  
**Location -**  
**GRANT**  
5319 MAIN ST  
GRANT, AL 35747-  
8320  
(800) ASK-USPS  
(800) 275-8777  
(256) 728-4493

7.0 mi

**Business Hours**  
Mon-Fri  
8:00am-12:00pm  
1:00pm-4:00pm  
Sat  
9:00am-11:00am  
Sun  
closed

**Services**  
**PO Boxes Online**

Service hours may vary. Please  
check link for business hours.



Post Office™ Locations in ZIP 35755

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**Post Office™ Locations near 35755**

**By City**

LANGSTON   GROVEOAK   GRANT   SECTION   GERALDINE

**By ZIP Code**

35975   35747   35771   35974   35776   35978   35971   35768   35760   36744  
35950   35764   35986   35963   35962   35774   35752   35175   35763   35688

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**Eviction Notice**

**A. Office**

Name: LANGSTON State: AL Zip Code: 36766  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 5 County: JACKSON  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (206) 521-0486

Date: 04/12/2011  
Fax No: (650) 577-4390



**Building Inspection Report**

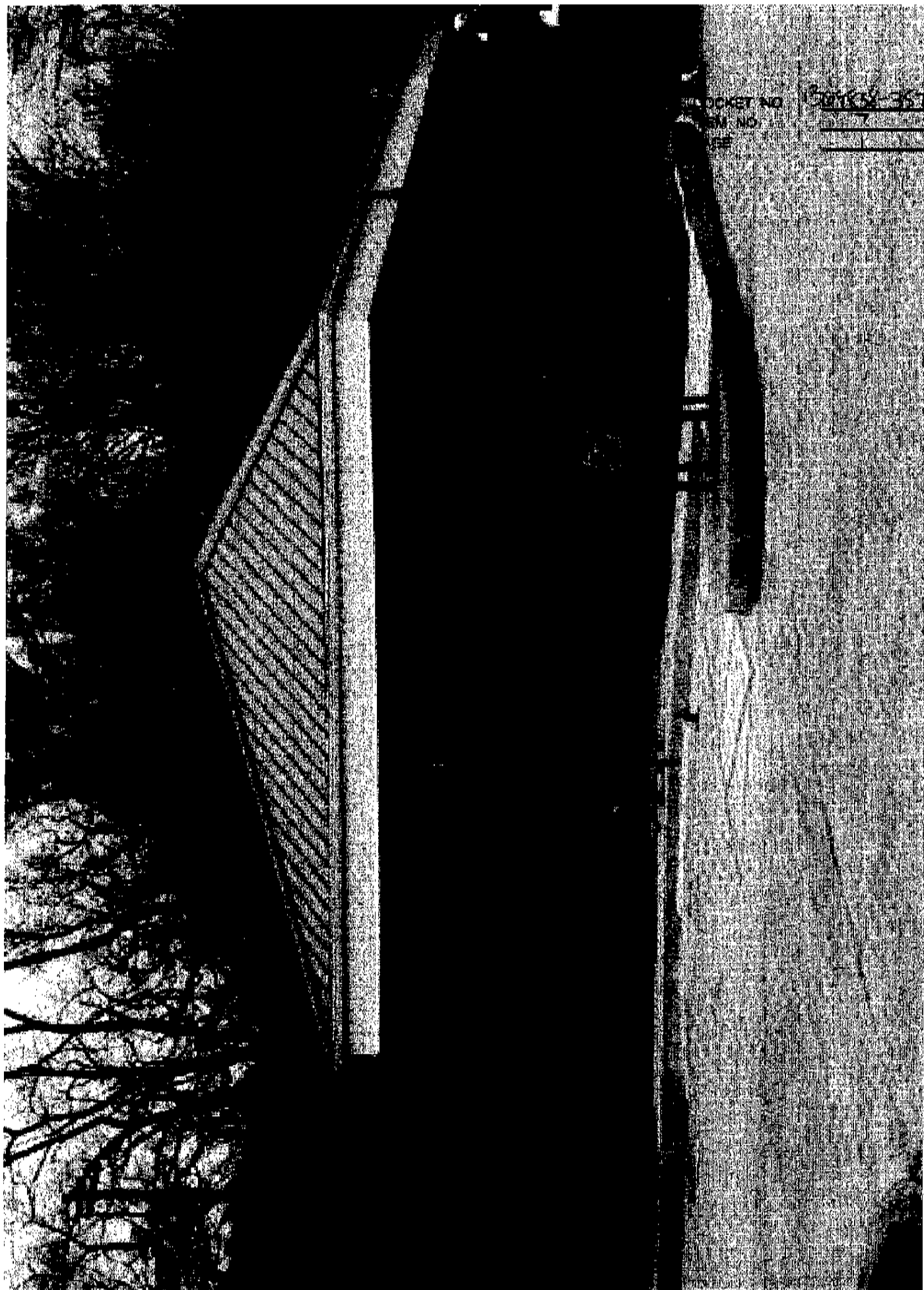
**A. Office**

Name: LANGSTON State: AL Zip Code: 36755  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 6 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0485

Date: 04/12/2011  
Fax No: (850) 577-4390



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## PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code LANGSTON, AL 35756		Postmaster's Signature William Ross	Date 03/17/2011
District Office, State & Zip Code ALABAMA PFC, AL 35201		District Manager's Signature William Mitchell	Date 03/18/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		13
2.	Finance Number	(1-6)	014740
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	61
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-26)	485
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility for Intermediate Rural Boxes for Other Offices	(31-36)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (if you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(66)	N

PS Form 150, January 1983

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**PS Form 150, Postmaster Workload Information**

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	51	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	485	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

**Instructions**

- Enter current evaluated office level.
- Enter the 3 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MFO?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?



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# Worksheet for calculating Workload Service Credit (WSC) for Post Offices

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: LANGSTONOffice Zip+4: 36765 -8231District: ALABAMA PFC

### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) .....	<u>51</u>	X 1.0	=	<u>51</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>495</u>	X 1.0	=	<u>495</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>546</u>

### Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>32</u> units	=	<u>16.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>41.00</u>

Activity WSCs 546 + Revenue WSCs = 41.00 Base WSCs 587.00 = EAS Grade 13Previous evaluation: EAS grade 13

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

CARLIJHA GOREE

CARLIJHA.J.GOREE@USPS.GOV

Printed Name

Signature

ALABAMA PFC District Review Coordinator

03/22/2011

Title

Date

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03/01/2011

OIC/POSTMASTER

SUBJECT: LANGSTON Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to LANGSTON customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the LANGSTON Post Office for a 2-week period. The surveys should begin 03/05/2011 and end on 03/18/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 03/19/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact CARLIJHA GOREE, Post Office Review Coordinator, at (205) 521-0485.

A handwritten signature in cursive script that reads "CarliJha Goree".

CARLIJHA GOREE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - [http://hqcsopps/po\\_dis/win/in\\_survey.cfm?fin=1369838](http://hqcsopps/po_dis/win/in_survey.cfm?fin=1369838)

Survey of Incoming Mail - [http://hqcsopps/po\\_dis/invol/in\\_survey.cfm?fin=1369838](http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1369838)

Survey of Dispatched Mail - [http://hqcsopps/po\\_dis/outvol/in\\_survey.cfm?fin=1369838](http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1369838)

## Window Transaction Survey

PO Name: LANGSTON ZIP+4: 35755 - 8231 Completed By: GAY ARWOOD

Survey Period: 03/05/2011 through 03/18/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transactions Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (//) for daily entries in the columns. To obtain the average daily number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Services (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 03/05	1	0	0	0	0	1	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	3	5	0	0	0	3	0	0
Tue - 03/08	9	9	0	0	0	2	0	0
Wed - 03/09	1	4	0	0	1	4	0	0
Thu - 03/10	12	3	0	0	0	2	0	0
Fri - 03/11	4	3	0	0	0	0	0	0
Sat - 03/12	1	1	0	0	0	1	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	9	4	1	0	0	1	1	0
Tue - 03/15	8	4	0	0	0	1	0	0
Wed - 03/16	6	3	0	0	0	1	0	0
Thu - 03/17	3	3	0	0	0	1	0	0
Fri - 03/18	4	1	0	0	0	0	0	0
TOTALS	61	40	1	0	1	17	1	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	3.9	3.6	0.2	0.0	0.2	2.5	0.1	0.0
Average Number Daily Transactions:	10.1							
Average Daily Retail Workload in Minutes:	10.5							

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## Survey of Incoming Mail

Survey of Incoming Mail  
 (Record in Pieces)

Post Office Name and Zip+4 LANGSTON 35755 - 8231  
 Dates Recorded 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	378	495	211	249	8	10	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	341	624	173	134	7	16	5	0
Tue - 03/08	359	492	58	86	8	7	3	0
Wed - 03/09	397	133	134	345	10	14	3	0
Thu - 03/10	227	378	125	259	8	10	6	1
Fri - 03/11	322	341	19	67	4	11	2	0
Sat - 03/12	378	492	134	220	6	8	4	1
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	397	532	201	240	12	26	8	0
Tue - 03/15	246	454	341	340	17	15	3	0
Wed - 03/16	227	378	95	144	2	5	2	0
Thu - 03/17	359	549	32	77	6	7	4	0
Fri - 03/18	303	568	38	163	5	8	0	0
TOTALS	3,934	5,376	1,562	2,324	93	136	40	2
Daily Average	327.8	448.0	130.2	193.7	7.6	11.3	3.3	0.2

Signature of Person Making Count: GAY ARWOOD  
 Printed Name: GAY ARWOOD  
 Date: 03/22/11

### Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

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## Survey of Dispatched Mail

Survey of Dispatched Mail  
 (Record in Places)

Post Office Name and Zip+4 LANGSTON 35755 - 6231  
 Dates Recorded 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	95	0	0	0	0	0	1	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	114	19	6	0	2	0	1	0
Tue - 03/08	108	6	3	0	1	1	3	4
Wed - 03/09	110	0	2	0	2	0	1	0
Thu - 03/10	247	8	5	0	3	0	0	0
Fri - 03/11	208	0	7	0	0	0	0	0
Sat - 03/12	92	0	3	0	0	0	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	132	0	6	0	1	2	1	0
Tue - 03/15	111	3	3	0	3	6	2	0
Wed - 03/16	372	0	6	0	1	1	0	0
Thu - 03/17	170	0	2	0	2	0	2	0
Fri - 03/18	117	0	3	0	2	1	1	6
TOTALS	1,876	36	46	0	17	13	12	10
Daily Average	156.3	3.0	3.8	0.0	1.4	1.1	1.0	0.8

Signature of Person Making Count: GAY ARWOOD  
 Printed Name: GAY ARWOOD  
 Date: 03/22/11

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03/01/2011

OIC/POSTMASTER

SUBJECT: LANGSTON Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the LANGSTON Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the LANGSTON Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to CARLIJHA GOREE by 03/15/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>51</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>495</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>546</u>

If you have any comments on alternate means of providing services to the LANGSTON customers, please provide them below:

CARLIJHA GOREE  
Post Office Review Coordinator

Comments:

cc: Official Record

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03/02/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the LANGSTON Post Office, 35755 - 8231, located in Jackson County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

CARLIJHA GOREE  
Post Office Review Coordinator  
ALABAMA PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

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# Post Office Survey Sheet

Post Office Name LANGSTON ZIP+4 35755-8231  
 Congressional District 5 Date 04/04/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

n/a

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Lease expires 12/31/2014 for \$13000

4. Are suitable alternate quarters available for an independent Post Office? If so, where?  
Yes the Town Hall

5. List potential CPO sites.  
Town Hall

6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No

If yes, please identify them by name and address.

Moutain lakes Resort 1345 Murphy Hill Rd Little Mtn Marina 1001 Murphy Hill Rd

7. Which career and noncareer employees will be affected and what accommodations will be made for them?  
Rural carrier and sub would move to Scottsboro with route. PMR accommodations unknown

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is droppe of at 7:30a.m. by HCR carrier. I have heard no work on the collection box being retained

How Post Office boxes are installed? 92

How Post Office boxes are used? 51

What are the window service hours? 08:00 to 13:00 - 14:00 to 16:30 M-F

08:00 to 10:00 S

What are the lobby hours? 24 hrs M-F

24 hrs S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.  
no



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**Post Office Survey Sheet**(continued)

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? n/a
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. Town all, Langston Quick Stop
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? One customer has a hearing handicap
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? H 41</p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route?</p> <p>c. How many boxes and miles will be added to the route? 51, box 9 Miles</p> <p>d. What would be the additional annual expense if the route is increased? 6101</p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? 0</p> <p>f. At what time of the day does the carrier begin delivery to the community? 9:45</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? 0</p>
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less

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## Community Survey Sheet

### Community Survey Sheet

Post Office Name	<u>LANGSTON</u>	ZIP+4	<u>35755-8231</u>
Congressional District	<u>5</u>	Date	<u>03/22/2011</u>

1. Incorporated? ☒ Yes ☐ No

Local government provided by:

Police protection provided by:

Fire protection provided by:

School location:

Jackson County Sheriff Office

Langston Volunteer Fire Dept

N/A

2. What population growth is expected? (Please document your source)

32% per Facilities Planning Website

3. What residential, commercial, or business growth is expected? (Please document your source)

Lakeside Leisure Park is about to open.

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

n/a

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

farmers, retirees, travelers

Which nonpostal services are provided by the Post Office (e.g., public bulletin board,

school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped)?

What provisions can be made for these services if the Post Office is discontinued?

Public bulletin board, could be put at Town Hall

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**Highway Contract Route Cost Analysis Form****Highway Contract Route  
Estimated Cost for Alternative Service**Office Name: LANGSTONOffice Zip+4: 35755 -8231District: ALABAMA PFC

1. Enter the number of additional  
boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional  
miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate  
(Contact Area Manager, Purchasing/Contracting  
Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

## Rural Route Cost Analysis Form

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**Rural Route Carrier**  
**Estimated Cost for Alternative Replacement Service**

Office Name: LANGSTONOffice Zip+4: 35755 -8231District: ALABAMA PFC

1.	Enter the number of additional boxes to be added to the rural route	<u>51</u>		
2.	Enter the number of additional miles to be added to the route	<u>9.50</u>		
	Enter the volume factor	<u>1.39</u>		
	<b>Total (additional boxes x volume factor)</b>			<u>70.89</u>
3.	Enter the number of additional boxes to be added to the rural route	<u>51</u>		
	Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
	Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
	Regular Non-L route boxes	<u>51.00</u>	x 2.00 Min	<u>102.00</u>
	<b>Total additional box allowance</b>			<u>102.00</u>
4.	Enter the number of additional daily miles to be added to the rural route	<u>9.50</u>	x 12 Mileage Standard	<u>114.00</u>
	<b>Total additional minutes per week (miles carried to two decimal places)</b>			<u>286.89</u>
5.	Total additional annual minutes (additional minutes per week year)	<u>286.89</u>	x 52 Weeks	<u>14,918.28</u>
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>14,918.28</u>	/ 60 Minutes	<u>248.64</u>
7.	Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated)	<u>24.54</u>		
	<b>Total Annual Cost (additional annual hours x rural cost per hour)</b>			<u>6,101.68</u>
8.	Enter lock pouch allowance (if applicable)			<u>0.00</u>
	<b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>			<u>6,101.68</u>

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U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 04/04/2011
2. Post Office Name LANGSTON		3. State and ZIP + 4 Code AL 36755-8231		
4. District, Customer Service ALABAMA PFC	5. Area, Customer Service SOUTHEAST	6. County Jackson	7. Congressional District 6	
8. Reason for Proposal to Discontinue This facility is vacant. With the decline in mail volume and retail transactions, we will continue to provide effective and regular service through another independent post office.		9. PO Emergency Suspend/Reason and Date No Suspension		10. Proposed Permanent Alternate Service
11. Staffing				
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 04/01/2010		b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career		
c. Current PM POSITION Level (150)EAS-13		Downgraded from EAS-13		
d. No. of Clerks-0		No. of Career-0		No. of Non-Career-0
e. No. of Others-3		No. of Career-1		No. of Non-Career-2
12. Hours of Service				
a. Time M-F 08:00 - 13:00, 14:00 - 15:30		Sat 08:00 - 10:00		Total Window Hours Per Week
b. Lobby Time M-F 24 hrs		Sat 24 hrs		40.00
13. Number of Customers Served				
a. General Delivery	0			
b. P.O. Box	61			
c. City Delivery	0			
d. Rural Delivery	495			
e. Highway Contract Route Box	0			
f. Total	546			
g. No. Receiving Duplicate Service	0			
h. Average No. Daily Transactions	10.10			
14. Daily Volume (Pieces)				
Types of Mail		Received	Dispatched	
a. First-Class		775	168	
b. Newspaper		323	3	
c. Parcel		18	2	
d. Other		3	1	
e. Total		1,120	185	
f. No. of Postage Meters		2		
g. No. of Permits		0		
Financials 5. FY		Receipts	b. EAS Step 1 PM Basic Salary (no Cola) \$ 34756	
2008		\$ 32,743	c. PM Fringe Benefits (39.6% of b.) \$11,644	
2009		\$ 21,530		
2010		\$ 21,842		
15. Quarters				
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (If Leased, Expiration Date) 12/31/2014 Annual Lease \$ 13000				
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
16. Explain:				
17. Schools, Churches and Organization in Service Area: No: 1 Langston United Methodist Church		18. Administrative/Emanating Office (Proposed): Name SCOTTSBORO PO Level 21 Miles Away 10.0 Window Service Hours: M-F 08:30 to 13:30 SAT 08:45 to 12:00 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 272		
19. Businesses in Service Area: No: 8 South Sauty Store Little Mountain Marine Mountain Lakes Resort Langston Quick Stop Kirbytown Hardware Langston Town Hall Allbreed Dog Training Cabanias Cave LLC Shootrite Firearms Academy		20. Nearest Post Office (If different from above): Name GRANT PO Level 16 Miles Away 9.0 Window Service Hours: M-F 11:00-4:00 SAT 08:00 to 11:00 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 263		
21. Prepared by				
Printed Name and Title GAY ARWOOD		Signature GAY ARWOOD		Telephone No. AC () (205) 621-0485
PO Discontinuance Coordinator Name CARLIJHA GOREE		Telephone No. AC () (205) 621-0465		Location BIRMINGHAM, AL

PS Form 4920, June 1993

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**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 5 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0485

Date: 04/12/2011  
Fax No: (650) 577-4390

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03/22/11

OIC/POSTMASTER

SUBJECT: LANGSTON Post Office

Enclosed are questionnaires addressed to customers of the LANGSTON Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 04/11/2011 for further review.

A handwritten signature in cursive script that reads "Carliha Goree".

CARLIJHA GOREE  
Post Office Review Coordinator  
Enclosures

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03/18/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the LANGSTON Post Office retired on 04/01/2010. The Office is being studied for possible closing or consolidation for the following reasons: This facility is vacant. With the decline in mail volume and retail transactions, we will continue to provide effective and regular service through another independent post office.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by community post office emanating from the SCOTTSBORO PO.

Retail services are also available at the SCOTTSBORO PO, located 10.0 miles away. Hours of service at this office are 08:30 to 16:30, Monday through Friday, and 08:45 to 12:00 on Saturday. Post Office box service is available at this location at increased fees.

In addition retail services are also available at the GRANT PO, located 8.0 miles away. Hours of service at this office are 8:00 to 12:00 1:00-4:00, Monday through Friday, and 09:00 to 11:00 on Saturday.

I invite you to think about a possible change to community post office. Please return the enclosed questionnaire by 04/11/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the on 04/11/2011 from to to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call CARLIHA GOREE at (205) 521-0485.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", written over a horizontal line.

ROMAN KING  
Manager, Post Office Operations  
PO Box 1026  
Birmingham, AL, 35201-1026

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the LANGSTON Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

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5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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09/26/2011

ORAN H DURHAM  
P.O. BOX 114  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "R. King".

ROMAN KING  
Manager, Post Office Operations  
PO Box 908  
Birmingham, AL, 35201-0908

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09/26/2011

FRANK SKINNER

P.O. BOX 31  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottdale Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 821-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL, 35201-0906

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09/26/2011

MARIE MCNAMARA  
P.O. BOX 26  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL, 35201-0906

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09/26/2011

CARLA STONE  
P.O.BOX 66  
LANGSTON, AL 36755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 621-0485.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL 35201-0906

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09/26/2011

RACHEL & JAMES NIX  
 P.O. BOX 83  
 LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

ROMAN KING  
 Manager, Post Office Operations  
 PO Box 906  
 Birmingham, AL, 35201-0906

DocId: 3369838 - 33755  
Item Nbr: 22  
Page Nbr: 6



08/26/2011

JEAN COOPER  
P.O. BOX 62  
LANGSTON, AL 35765

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Scottsboro Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLUJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish at the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL, 35201-0906



Docket: 1369836 - 35755  
Item Nbr: 22  
Page Nbr: 7



08/28/2011

SANDRA HESS  
P. O. BOX 34  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottdale Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 821-0485.

Sincerely,

ROMAN KING  
Manager, Post Office Operations  
PO Box 908  
Birmingham, AL, 35201-0908

Docket: 1369838 - 35755  
Item Nbr: 22  
Page Nbr: 8



09/26/2011

BETTY YELL

P.O. BOX 2  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Atmore Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "R. King".

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL 35201-0906

Docket 1369838 - 35755  
Item Nbr: 22  
Page Nbr: 9



09/26/2011

BRITT MEEKS

P.O. BOX 40  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 908  
Birmingham, AL 35201-0908

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Item Num: 22  
Page Num: 10



09/26/2011

JUANITA WILBORN

P.O. BOX 10  
, 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 621-0486.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish at the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL, 35201-0906

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Item Nbr: 22  
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09/26/2011

TEDDY FOSSETT

P.O. BOX 57  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0488.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 906  
Birmingham, AL, 35201-0906

DocId: 1369838-35755  
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09/26/2011

SARA CROOK  
P.O. BOX 72  
LANGSTON, AL 35755

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Langston Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Langston Post Office should be pursued, a formal proposal will be posted in the Scottsboro Post Office, Grant Post Office and Langston Post Office at a later date. If you have additional questions or comments, please feel free to contact CARLIJHA GOREE at (205) 521-0485.

Sincerely,

A handwritten signature in black ink, appearing to read "Roman King", with a stylized flourish extending from the end.

ROMAN KING  
Manager, Post Office Operations  
PO Box 908  
Birmingham, AL, 35201-0908

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### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the LANGSTON Post Office on 03/16/2011. Additionally, during the survey period, questionnaires were available at the LANGSTON Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total questionnaires distributed	<u>50</u>
Favorable to proposal	<u>0</u>
Unfavorable to proposal	<u>5</u>
Expressing no opinion	<u>7</u>
Total questionnaires received	<u>12</u>

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### Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion):**

No Concern

**Response:**

Although you didn't state your opinion about the proposed closing, we would like for you to visit our webpage at [www.usps.com](http://www.usps.com), for other alternatives for your convenience, such as, Stamps by Mail, Click-N-Ship, and Carrier Pickup. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

2. **Concern (No Opinion):**

No Concern

**Response:**

Although you didn't state your opinion about the proposed closing, we would like for you to visit our webpage at [www.usps.com](http://www.usps.com), for other alternatives for your convenience, such as, Stamps by Mail, Click-N-Ship, and Carrier Pickup. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

3. **Concern (No Opinion):**

No Concern

**Response:**

Although you didn't state your opinion about the proposed closing, we would like for you to visit our webpage at [www.usps.com](http://www.usps.com), for other alternatives for your convenience, such as, Stamps by Mail, Click-N-Ship, and Carrier Pickup. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

**Concern (Unfavorable):**

4. **Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office and that the Scottsboro Post Office was too far away.**

**Response:**

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Atmore Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

5. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office

**Response:**

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Scottsboro Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

6. **Concern (Unfavorable):**

You stated that you would put up a rural mailbox if the Langston Post Office closes.

**Response:**

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

7. **Concern (Unfavorable):**

You were concerned about having to travel to another post office for service

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

8. **Concern (Unfavorable):**

You were concerned about having to travel to another post office for service and stated that you can not put up a rural box.



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**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

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## Community Meeting Roster

**Postal Service Representative (Names and Titles):**

Date: 04/11/2011

Derick King MPOO

Time \_\_\_\_\_

Don Rosa PM

**Viola Freeman Mgr Consumer Affairs**

Carlilja Goree, Gay Arwood, Janie Geckles OPS

**Total Number of Customers Present:** 45

Place: Langston Town Hall

**This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.**

**Names of Customers Present:**

[illegible]

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## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. Concern (UnFavorable):  
 Customers stated that the number of miles from Scottsboro to Langston is 15 miles and 30 miles to Guntersville  
 Response:  
 We will take all this into consideration
2. Concern (UnFavorable):  
 Customers asked why their post office was being discontinued while others were retained  
 Response:  
 You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
3. Concern (UnFavorable):  
 Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail  
 Response:  
 You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
4. Concern (UnFavorable):  
 You need to get away from the government and become private  
 Response:  
 Congress must approve this action
5. Concern (UnFavorable):  
 Will my Daddy have to go to Scottsboro to get his PO Box mail?  
 Response:  
 Yes he will have to go to Scottsboro to pick up his box mail unless he opts for street delivery to his home.
6. Concern (UnFavorable):  
 Customer expressed a concern about package delivery and pickup  
 Response:  
 You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
7. Concern (UnFavorable):  
 Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages  
 Response:  
 You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
8. Concern (UnFavorable):  
 Customers expressed concern for loss of community identity  
 Response:  
 You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
9. Concern (UnFavorable):  
 Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community  
 Response:  
 You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a

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more cost-effective manner.

10. **Concern (UnFavorable):**  
Customers felt the loss of a post office would have a detrimental effect on the business community  
**Response:**  
You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
11. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
12. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities  
**Response:**  
You expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
13. **Concern (UnFavorable):**  
The lessor is willing to reduce the lease of the facility  
**Response:**  
We are not responsible for negotiation of leases, our FSO office handles that, but we will inform them.
14. **Concern (UnFavorable):**  
I lived in Birmingham and there were three offices that we in close proximity and all they did in the back was walk around and talk, you should close those offices  
**Response:**  
We have certain criteria to follow before an office can be studied for closure
15. **Concern (UnFavorable):**  
We did not receive a questionnaire.  
**Response:**  
PO Box customers received notification in the PO Box and additional questionnaires were placed on the counter for retail customers.
16. **Concern (UnFavorable):**  
Do you recognize county lines?  
**Response:**  
We do have ZIP Code boundaries that we adhere to.
17. **Concern (UnFavorable):**  
Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office.  
**Response:**  
The employees will be reassigned to another office.
18. **Concern (UnFavorable):**  
Customers were concerned about a change of ZIP Code  
**Response:**  
You expressed a concern about a change of ZIP Code. PO Box customers will not have to change their ZIP codes, they will retain their last line of the address.
19. **Concern (UnFavorable):**  
Customers were concerned about growth in the community  
**Response:**  
You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
20. **Concern (UnFavorable):**  
Customers were concerned about having to travel to another post office for service  
**Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are

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available for customer convenience.

- Concern (UnFavorable):**  
21. It will cost you more money than you are proposing to save paying the rural carrier for servicing 50 additional mailboxes. The increase will be around \$10,000 additional to the salary now, then you will have to pay the sub for 52 days at \$8000/yr
- Response:**  
We will factor all this into our cost analysis before submitting to HQs
- Concern (UnFavorable):**  
22. I worked as a federal investigator for over 25 years and I know that the Inspector General makes over \$1M, so you all need to start cutting there instead of cutting the little stuff first.
- Response:**  
The Inspector General falls under the OPM not the Postal Service.
- Concern (UnFavorable):**  
23. We are very sensitive about our postmasters, we had postmasters that had to get permission from Washington to get married, Bonnie Taylor Richie and Lillie Mae Culbert
- Response:**
- Concern (UnFavorable):**  
24. Will the carrier take a long time if I'm mailing packages no matter what size?
- Response:**  
There is a form that can be completed which notifies the carrier of what service you need provided, if they need assistance they will notify their manager.
- Concern (UnFavorable):**  
25. Customers were concerned about obtaining services from the carrier
- Response:**  
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- Concern (UnFavorable):**  
26. Customers were concerned about senior citizens
- Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern (UnFavorable):**  
27. You were concerned about having to travel to another post office for service
- Response:**  
You expressed a concern about having to travel to another post office for service. Services provided at the post office

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will be available from the carrier, and customers will not have to travel to another post office for services. These transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

28. Concern (UnFavorable):  
Are you here to get recommendations to keep this office open? Yes or No?

Response:

Yes we are

29. Concern (UnFavorable):  
Why is our rural areas hit first and the hardest?

Response:

We are looking at all areas not just rural.

**Nonpostal Concerns**

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04/12/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at on 04/11/2011 from to to answer questions and provide information about our service.

If you have any questions, you may contact CARLIJHA GOREE at (205) 521-0485.

Thank you for your assistance.

Sincerely,

Roman King  
Manager, Post Office Operations

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Page No: 1

**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHEAST District: ALABAMA PFC  
Congressional District: 5 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0485

Date: 04/12/2011  
Fax No: (650)  
577-4390



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**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHWEST District: ALABAMA PFC  
Congressional District: 6 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional Inquiry.

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 521-0485

Date: 08/08/2011  
Fax No: (650)  
577-4390

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05/05/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the LANGSTON Post Office  
Docket No. 1369838

This is to advise you that on 05/23/2011, I will post for public comment a proposal to close the LANGSTON Post Office in Jackson, Congressional District No. 5.

If you have any questions, please call CARLIJHA GOREE District Review Coordinator at (205) 521-0485.

WILLIAM MITCHELL  
District Manager  
ALABAMA PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal

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05/19/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
LANGSTON Proposal  
Docket No. 1369838 - 35755

Please post the enclosed proposal to close the LANGSTON Post Office in the lobby. The proposal must be posted in a prominent place from 05/23/2011 through close of business on 07/24/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (205) 521-0485.

A handwritten signature in black ink that reads "Carljha Goree". The signature is written in a cursive, flowing style.

CARLIJHA GOREE  
Post Office Review Coordinator  
ALABAMA PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

# Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- |  |              |               |         |              |
|--|--------------|---------------|---------|--------------|
| a. Buying stamps   | DAILY        | WEEKLY        | MONTHLY | NEVER        |
| b. Mailing letters   | DAILY        | <u>WEEKLY</u> | MONTHLY | NEVER        |
| c. Mailing parcels   | DAILY        | WEEKLY        | MONTHLY | NEVER        |
| d. Picking up Post Office box mail parcels<br>signature items                  | <u>DAILY</u> | WEEKLY        | MONTHLY | NEVER        |
| e. Buying money orders   | DAILY        | WEEKLY        | MONTHLY | NEVER        |
| f. Special services (Certified, Registered, Insured,<br>Delivery Confirmation) | DAILY        | WEEKLY        | MONTHLY | NEVER        |
| g. Sending Express Mail  | DAILY        | WEEKLY        | MONTHLY | NEVER        |
| h. Buying stamp-collecting material  | DAILY        | WEEKLY        | MONTHLY | <u>NEVER</u> |

2. Do you ever offer Post Offices during business hours while traveling to and from work?

YES

If yes, which offices:

3. What is the name and address of the Post Office you use most often?

Langston 35755  
10 Rd 67

4. Comments:

If the post office closed I would put up  
a mailbox instead of renting P.O. Box.

Name: (please print)

Britt Weeks

Address:

P.O. Box 40 Langston, N.C.

Postal Customer

Please circle the appropriate frequency to indicate how often you use each service.

- a. Buying stamps DAILY  
 b. Mailing letters DAILY  
 c. Mailing parcels DAILY

- d. Picking up Post Office box mail/ parcels/signature items DAILY

- e. Sending money orders DAILY  
 f. Special services (Certified, Registered, Insured, etc.) DAILY  
 g. Sending Express Mail DAILY  
 h. Buying stamps (excluding meter stamps) DAILY

- i. Using Post Office during business hours while traveling DAILY

- j. Do you pass other Post Office during business hours while traveling to and from work? DAILY

1. If yes, which office? Section Nashville

2. What is the name and address of the Post Office you use most often? Section Nashville

3. What is the name and address of the Post Office you use most often? Section Nashville

- Comments: Section Nashville

- Name: (please print) Teddy Fossell

- Telephone number: 626 628 0459

- Address: RD box 57 Langston AL

- Date: 3-26-11

- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

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- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

- Frequency: DAILY WEEKLY MONTHLY NEVER SOME

Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you used a Post Office for each of the following:

- |   |              |               |                |              |
|---|--------------|---------------|----------------|--------------|
| a. Buying stamps  | DAILY        | WEEKLY        | <u>MONTHLY</u> | NEVER        |
| b. Mailing letters  | DAILY        | <u>WEEKLY</u> | MONTHLY        | NEVER        |
| c. Mailing parcels  | DAILY        | WEEKLY        | MONTHLY        | NEVER        |
| d. Picking up Post Office box mail/ parcels/ signature items                | <u>DAILY</u> | WEEKLY        | MONTHLY        | NEVER        |
| e. Buying money orders  | DAILY        | WEEKLY        | MONTHLY        | <u>NEVER</u> |
| f. Special services (Certified, Registered, Insured, Delivery Confirmation) | DAILY        | WEEKLY        | MONTHLY        | <u>NEVER</u> |
| g. Sending Express Mail   | DAILY        | WEEKLY        | MONTHLY        | <u>NEVER</u> |
| h. Buying stamp-collecting material   | DAILY        | WEEKLY        | MONTHLY        | <u>NEVER</u> |
2. Do you pass other Post Offices during business hours while traveling to and from work?
- YES NO

If yes, which offices:

3. What is the name and address of the Post Office you use most often? Langston Post Office

4. Comments:

Name, (please print) Sara Crook Address: P.O. Box 72 Langston,

Circle in a white

# Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following.

- a. Buying stamps DAILY WEEKLY ☒ MONTHLY NEVER
- b. Mailing letters DAILY ☒ WEEKLY MONTHLY NEVER
- c. Mailing parcels DAILY WEEKLY MONTHLY ☒ NEVER
- d. Picking up Post Office box mail parcels/signature items ☒ DAILY WEEKLY MONTHLY NEVER
- e. Buying money orders DAILY WEEKLY ☒ MONTHLY NEVER
- f. Special services (Certified, Registered, Insured, Delivery Confirmation) DAILY WEEKLY ☒ MONTHLY NEVER
- g. Sending Express Mail DAILY WEEKLY ☒ MONTHLY NEVER
- h. Buying stamp-collecting material DAILY WEEKLY MONTHLY ☒ NEVER

2. Do you pass other Post Offices during business hours while traveling to and from work? YES ☒ NO

If yes, which offices:

3. What is the name and address of the Post Office you use most often? Kingsport Post Office

Kingsport, AL 35755

4. Comment: not convenient to go to Scottsboro Post office where I live I can't put up a box.

Name: (please print) Sandra Hess Address: PO Box 34 Kingsport, AL

Telephone number: 256-609-9438 Date: 3-18-11

# Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps  
DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER
- b. Mailing letters  
DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER
- c. Mailing parcels  
DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- d. Picking up Post Office box mail parcels/signature items  
☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- e. Buying money orders  
DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- f. Special services (Certified, Registered, Insured, Delivery Confirmation)  
DAILY ☐ WEEKLY ☒ MONTHLY ☐ NEVER
- g. Sending Express Mail  
DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- h. Buying stamp-collecting material  
DAILY ☐ WEEKLY ☒ MONTHLY ☐ NEVER

2. Do you pass other Post Offices during business hours while traveling to and from work?  
If yes, which offices: YES ☒ NO ☐

3. What is the name and address of the Post Office you use most often?  
Langston, AL 35745 Langston Post Office

4. Comment: If we lose Langston, AL, we will have to drive 30 miles every day to do business. Please Name: Rachel and Tamesha, parents of 83 Langston Telephone number: 256-228-9509 Date: 3-17-2011



Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps DAILY WEEKLY MONTHLY NEVER
- b. Mailing letters DAILY WEEKLY MONTHLY NEVER
- c. Mailing parcels DAILY WEEKLY MONTHLY NEVER
- d. Picking up Post Office box mail parcels/signature items DAILY WEEKLY MONTHLY NEVER
- e. Buying money orders DAILY WEEKLY MONTHLY NEVER
- f. Special services (Certified, Registered, Insured, Delivery Confirmation) DAILY WEEKLY MONTHLY NEVER
- g. Sending Express Mail DAILY WEEKLY MONTHLY NEVER
- h. Buying stamp-collecting material DAILY WEEKLY MONTHLY NEVER

2. Do you pass other Post Offices during business hours while traveling to and from work YES NO

3. What is the name and address of the Post Office you use most often? LAUGSTER POST OFFICE

8789 CORO CT LAUGSTER VA 22080-3575

4. Comments: \_\_\_\_\_

Name: (please print) DAVID H. DUBOIS Address: Rd Box 114 LAUGSTER

Telephone number: \_\_\_\_\_ Date: 3-17-11

# Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps DAILY ☐ WEEKLY ☒ MONTHLY ☐ NEVER ☐
- b. Mailing letters DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER ☐
- c. Mailing parcels DAILY ☐ WEEKLY ☒ MONTHLY ☐ NEVER ☐
- d. Picking up Post Office box mail parcels/signature items DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- e. Buying money orders DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- f. Special services (Certified, Registered, Insured, Delivery Confirmation) DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER ☐
- g. Sending Express Mail DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER ☒
- h. Buying stamp-collecting material DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER ☒

2. Do you pass other Post Offices during business hours while traveling to and from work? YES ☐ NO ☒

3. What is the name and address of the Post Office you use most often? Longwood, VA

4. Comments: I have a P.O. Box

Home (please print) Maria Delacruz P.O. Box 2000

Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- b. Mailing letters DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- c. Mailing parcels DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- d. Picking up Post Office box mail parcels/signature items DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- e. Buying money orders DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- f. Special services (Certified, Registered, Insured, Delivery Confirmation) DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- g. Sending Express Mail DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐
- h. Buying stamp-collecting material DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER ☐

2. Do you pass other Post Offices during business hours while traveling to and from work?

If yes, which offices:

3. What is the name and address of the Post Office you use most often?

4. Comments:

Name: (Please print) Jaqueline Wilson Address: PO Box 10, 95996 CA 95967  
 Telephone number: 916 544 4443 Date: Langston, AL 35885

Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following.

- |   |  |                                     |  |  |
|---|--|-------------------------------------|--|--|
| a. Buying stamps  | DAILY                                  | WEEKLY                              | <input checked="" type="radio"/> MONTHLY | NEVER                                  |
| b. Mailing letters  | <input checked="" type="radio"/> DAILY | WEEKLY                              | MONTHLY                                  | NEVER                                  |
| c. Mailing parcels  | DAILY                                  | WEEKLY                              | <input checked="" type="radio"/> MONTHLY | NEVER                                  |
| d. Picking up Post Office box mail parcels<br>separate items                              | <input checked="" type="radio"/> DAILY | WEEKLY                              | MONTHLY                                  | NEVER                                  |
| e. Buying money orders  | DAILY                                  | WEEKLY                              | MONTHLY                                  | NEVER                                  |
| f. Special services (Certified, Registered, Insured<br>Delivery Confirmation)             | DAILY                                  | WEEKLY                              | <input checked="" type="radio"/> MONTHLY | NEVER                                  |
| g. Sending Express Mail   | DAILY                                  | WEEKLY                              | MONTHLY                                  | NEVER                                  |
| h. Buying stamp collecting material   | DAILY                                  | WEEKLY                              | MONTHLY                                  | <input checked="" type="radio"/> NEVER |
| 2. Do you pass other Post Offices during business hours while traveling to and from work? | YES                                    | <input checked="" type="radio"/> NO |  |  |

If yes, which offices:

3. What is the name and address of the Post Office you use most often? 8789 Co. Rd 67,

Langston, AL 36755

4. Comments: Langston PO is convenient, postmaster

friendly & helpful. Scottsboro is much less!

Name (please print) Jean Cooper Address PO Box 62

Telephone number 256-582-2435 Date 3/17/11 Fred

# Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- b. Mailing letters ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- c. Mailing parcels ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- d. Picking up Post Office box mail parcels/signature items ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- e. Buying money orders ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- f. Special services (Certified, Registered, Insured, Delivery Confirmation) ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- g. Sending Express Mail ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER
- h. Buying stamp collecting material ☒ DAILY ☐ WEEKLY ☐ MONTHLY ☐ NEVER

2. Do you pass other Post Offices during business hours while traveling to and from work?

YES

NO

If yes, which offices:

3. What is the name and address of the Post Office you use most often?

4. Comments:

Name: (please print)

Address:

Telephone number:

Date:

Postal Customer Questionnaire

1. Please circle the appropriate frequency to indicate when you visit a Post Office for each of the following:

- a. Buying stamps ☐ DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER
- b. Mailing letters ☐ DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER
- c. Mailing parcels ☐ DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER
- d. Picking up Post Office box mail parcels/signature items ☐ DAILY ☒ WEEKLY ☐ MONTHLY ☐ NEVER
- e. Buying money orders ☐ DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER
- f. Special services (Certified Registered, Insured, Delivery Confirmation) ☐ DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER
- g. Sending Express Mail ☐ DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER
- h. Buying stamp-collecting material ☐ DAILY ☐ WEEKLY ☐ MONTHLY ☒ NEVER

2. Do you pass other Post Offices during business hours while traveling to and from work?

If yes, which offices:

3. What is the name and address of the Post Office you use most often?

Langston Post Office Hwy 67  
Langston

4. Comments:

Name: (please print) Carla Stone Address: PO Box 146 Langston AL

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Page Nbr: 1

Date of Posting: 05/23/2011

Date of Removal: 07/24/2011

# UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LANGSTON, AL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE



To the customers of the Langston Post Office:

The Postal Service is considering the close of the Langston Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/23/2011 through 07/24/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Langston Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

↓ Please return the comment form to:

CARLIJHA GOREE  
PO BOX 1026  
BIRMINGHAM, AL 35201-1026

For more information, you may call CARLIJHA GOREE at (205) 521-0485 or write to the above address.

Thank you for your assistance.

ROMAN KING  
PO BOX 1026  
BIRMINGHAM, AL 35201-1026

DOCKET NO. 1369838-35755  
ITEM NO. 33  
PAGE 1

Date of Posting: 05/23/2011



Date of Removal: 07/24/2011



PROPOSAL TO CLOSE  
THE LANGSTON, AL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE

DOCKET NUMBER 1369838 - 35755



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## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Langston, AL Post Office and provide delivery and retail services by independent post office under the administrative responsibility of the Scottsboro Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on April 01, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This facility is vacant. With the decline in mail volume and retail transactions, we will continue to provide effective and regular service through another independent post office.

The Langston Post Office, an EAS-13 level, provides service from 08:00 to 13:00 - 14:00 to 16:30 Monday - Friday, 08:00 to 10:00 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 51 post office box customers and 495 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 10 transaction(s) accounting for 11 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: \$32,743 ( 85 revenue units) in FY 2008; \$21,530 ( 56 revenue units) in FY 2009; and \$21,842 ( 57 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

On April 11, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 45 customer(s) attended the meeting.

On March 16, 2011, 50 questionnaires were distributed to delivery customers of the Langston Post Office. Questionnaires were also available over the counter for retail customers at the Langston Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 5 unfavorable, and 7 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Scottsboro Post Office, an EAS-21 level office. Window service hours at the Scottsboro Post Office are from 08:30 to 16:30, Monday through Friday, and 08:45 to 12:00 on Saturday. There are 272 post office boxes available.

Retail service is also available at the Grant Post Office an EAS-18 level office, located nine miles away. Window service hours at Grant Post Office are from 8:00 to 12:00 1:00-4:00, Monday through Friday and 09:00 to 11:00 on Saturday. There are 253 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office and that the Scottsboro Post Office was too far away.

**Response:**

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Atmore Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

2. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office

**Response:**

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Scottsboro Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

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3. **Concern:** You stated that you would put up a rural mailbox if the Langston Post Office closes.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.
4. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
5. **Concern:** You were concerned about having to travel to another post office for service and stated that you can not put up a rural box.
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.
6. **Concern:** Are you here to get recommendations to keep this office open? Yes or No?
- Response:** Yes we are
7. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
8. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
9. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
10. **Concern:** Customers expressed concern for loss of community identity

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**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

**11. Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

**12. Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

**13. Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

**14. Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

**15. Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

**Response:**

The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

**16. Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office.

**Response:**

The employees will be reassigned to another office.

**17. Concern:**

Customers stated that the number of miles from Scottsboro to Langston is 15 miles and 30 miles to Guntersville

**Response:**

We will take all this into consideration

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18. **Concern:** Customers were concerned about a change of ZIP Code
- Response:** The customer expressed a concern about a change of ZIP Code. PO Box customers will not have to change their ZIP codes, they will retain their last line of the address.
19. **Concern:** Customers were concerned about growth in the community
- Response:** The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
20. **Concern:** Customers were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
21. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

22. **Concern:** Customers were concerned about senior citizens

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- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
23. **Concern:** Do you recognize county lines?
- Response:** We do have ZIP Code boundaries that we adhere to.
24. **Concern:** I lived in Birmingham and there were three offices that we in close proximity and all they did in the back was walk around and talk, you should close those offices
- Response:** We have certain criteria to follow before an office can be studied for closure
25. **Concern:** I worked as a federal investigator for over 25 years and I know that the Inspector General makes over \$1M, so you all need to start cutting there instead of cutting the little stuff first.
- Response:** The Inspector General falls under the OPM not the Postal Service.
26. **Concern:** It will cost you more money than you are proposing to save paying the rural carrier for servicing 50 additional mailboxes. The increase will be around \$10,000 additional to the salary now, then you will have to pay the sub for 52 days at \$8000/yr
- Response:** We will factor all this into our cost analysis before submitting to HQs
27. **Concern:** The lessor is willing to reduce the lease of the facility
- Response:** We are not responsible for negotiation of leases, our FSO office handles that, but we will inform them.
28. **Concern:** We are very sensitive about our postmasters, we had postmasters that had to get permission from Washington to get married, Bonnie Taylor Richie and Lillie Mae Culbert
- Response:**
29. **Concern:** We did not receive a questionnaire.
- Response:** PO Box customers received notification in the PO Box and additional questionnaires were placed on the counter for retail customers.
30. **Concern:** Why is our rural areas hit first and the hardest?
- Response:** We are looking at all areas not just rural.
31. **Concern:** Will my Daddy have to go to Scottsboro to get his PO Box mail?
- Response:** Yes he will have to go to Scottsboro to pick up his box mail unless he opts for street delivery to his home.
32. **Concern:** Will the carrier take a long time if I'm mailing packages no matter what size?
- Response:** There is a form that can be completed which notifies the carrier of what service you need provided, if they need assistance they will notify their manager.
33. **Concern:** You need to get away from the government and become private
- Response:** Congress must approve this action

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**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Langston is an incorporated community located in Jackson County. The community is administered politically by . Police protection is provided by the Jackson County Sheriff Office. Fire protection is provided by the Langston Volunteer Fire Dept. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Langston United Methodist Church , South Sauty Store Little Mountain Marine Mountain Lakes Resort Langston Quick Stop Kirbytown Hardware Langston Town Hall Allbreed Dog Training Cabaniss Cove LLC Shootrite Firearms Academy . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Langston Post Office will be available at the Scottsboro Post Office. Government forms normally provided by the Post Office will also be available at the Scottsboro Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

Nons

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

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### III. EFFECT ON EMPLOYEES

The postmaster retired on April 01, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 53,302 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 34,759
Fringe Benefits @ 33.5%	\$ 11,844
Annual Lease Costs	<u>+ \$ 13,000</u>
Total Annual Costs	\$ 59,403
Less Annual Cost of Replacement Service	<u>- \$ 6,101</u>
Total Annual Savings	<u>\$ 53,302</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Langston, AL Post Office and provide delivery and retail services by independent post office under the administrative responsibility of the Scottsboro Post Office, located 10 miles away.

The postmaster retired on April 01, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by independent post office.

The Langston Post Office provided delivery and retail service to 51 PO Box customers and 495 delivery route customers. The daily retail window transactions averaged 10. There are two permit mailers or postage meter customers.

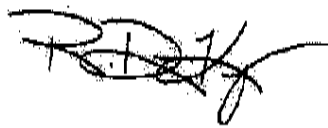
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$53,302 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Langston Post Office, Grant Post Office and Scottsboro Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



ROMAN KING  
 Manager, Post Office Operations

05/23/2011  
 Date

### Optional Comment Form

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date \_\_\_\_\_



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07/21/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/24/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Carliha Goree".

CARLIJHA GOREE  
Post Office Review Coordinator  
PO BOX 1026  
BIRMINGHAM, AL 35201-1026

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**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHWEST District: ALABAMA PFC  
Congressional District: 5 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 621-0485

Date: 07/26/2011  
Fax No: (850) 677-4390

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**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 07/25/2011

Postal Customers of the Langston Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Langston Post Office, which was posted 05/23/2011 through 07/24/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Langston Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink, appearing to read 'Roman King', with a stylized flourish extending from the end.

ROMAN KING  
PO BOX 1026  
BIRMINGHAM, AL 35201-1026

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**A. Office**

Name: LANGSTON State: AL Zip Code: 35755  
Area: SOUTHWEST District: ALABAMA PFC  
Congressional District: 8 County: Jackson  
EAS Grade: 13 Finance Number: 014740  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: CARLIJHA GOREE  
Title: ALABAMA PFC Post Office Review Coordinator  
Tele No: (205) 621-0486

Date: 07/28/2011  
Fax No: (650)  
677-4390

DocId: 33694910 - p4753  
Run Date: 10/10/11  
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### Analysis of 60-Day Posting Comments

Number of comments returned	
Total questionnaires distributed	3
Favorable comments	0
Unfavorable comments	3
No opinion expressed	0
Total comments returned	3

#### Postal Concerns

The following postal concerns were expressed:

- Concern (UnFavorable):
- I live three miles from our post office now. I have been in business for 27 years and depend heavily on our post office in any direction from my residence. It is a minimum of 30 to 45 minutes each way to any other post office. II. I can't imagine that the inconvenience to everyone around here is not the same as it is for me and in the economic time, just the cost of fuel, oil and general wear and tear on vehicles will take quite a bit of money. I personally believe with the tax burden we bear for living on this river we at least deserve a darn post office.

#### Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- Concern (UnFavorable):
- I live three miles from the Langston Post Office, so although my mailing address is Section, it is much more convenient to utilize the services at Langston. I have utilized the Langston Post Office for the past 9 years and their service is excellent. II. The citizens of Langston would have to travel to Section, Scottsboro or Guntersville for the closest post office. This is inconvenient. The post office assists in establishing the community and attracting people to the small rural area. There are no long lines when mailing packages. Service is quick and efficient. It is an asset to the community. III. Langston needs the post office to remain as is.

#### Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- Concern (UnFavorable):
- I. The Langston Post Office is close for the community, the next one is at Section or Scottsboro, 10 miles to Section, 18 or 19 miles to Scottsboro. II. Reason being why should a small community have to suffer always people that live in rural places suffer for bigger towns. III. The post office should stay open for convenience and the loyal people and customers of Langston.

#### Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

#### Nonpostal Concerns

The following nonpostal concerns were expressed:

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07/27/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
LANGSTON  
Docket Number 1369838 - 35755

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

WILLIAM MITCHELL  
District Manager

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## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: LANGSTON, AL, 35755-8231

EAS Level: 13

District: ALABAMA PFC

County: Jackson

Congressional District: 6

Proposal: ☒ Close ☐ Consolidate

Reason For Proposal: retired

Alternate Service Proposed: Independent Post Office

Customers Affected:

Post Office Box: 51

General Delivery: 0

Rural Route: 485

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

Total number of customers: 546

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
04/01/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 1 Noncareer: 2 Other Employees: 5
02/15/2011	District manager authorization to study.
03/16/2011	Questionnaires sent to customers. Number sent: 50 Number Returned: 12
	Analysis: Favorable 0 Unfavorable 5 No Opinion 7
	Petition received. Number of signatures: 0
	Concerns expressed:
	Congressional Inquiry received: No
	Concerns expressed:
05/16/2011	Proposal and checklist sent to district for review.
05/06/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/16/2011	Proposal and invitation for comments posted and round-dated.
07/28/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 3 No Opinion 0 3
None	Premature PRC appeal received.
	Concerns expressed:
04/04/2011	Updated PS Form 4920 completed (if necessary).
07/27/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

CARLIJHA GOREE  
 Name/Title

CARLIJHA GOREE  
 District Post Office Review Coordinator

(205) 521-0486  
 Telephone Number

(205) 521-0486  
 Telephone Number

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07/29/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Langston Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to CARLIJHA GOREE, Post Office Review Coordinator, at (205) 521-0485 or Roman King Manager Post Office Operations.

STEVEN HERNANDEZ  
DISTRICT MANAGER  
PO BOX 906  
BIRMINGHAM, AL 35201-0906

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4G/P1369838.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)



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### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the LANGSTON was received by 08/14/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

09/26/2011 13:39 2552283711

LANGSTON TOWN HALL

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Date of Removal:

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FINAL DETERMINATION TO CLOSE  
THE LANGSTON, AL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1369838 - 35755

DOCKET NO. 1364838-35755  
 ITEM NO. 47  
 PAGE 2

# I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Langston, AL Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Scottsboro Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on April 01, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This facility is vacant. With the decline in mail volume and retail transactions, we will continue to provide effective and regular service through another independent post office.

The Langston Post Office, an EAS-13 level, provides service from 08:00 to 13:00 - 14:00 to 18:30 Monday - Friday, 08:00 to 10:00 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 51 post office box or general delivery customers and 495 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 10 transaction(s) accounting for 11 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by community post office. Office receipts for the last 3 years were: \$32,743 ( 85 revenue units) in FY 2008; \$21,530 ( 56 revenue units) in FY 2009; and \$21,842 ( 67 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

On April 11, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 45 customer(s) attended the meeting.

On March 16, 2011, 50 questionnaires were distributed to delivery customers of the Langston Post Office. Questionnaires were also available over the counter for retail customers at the Langston Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 5 unfavorable, and 7 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Scottsboro Post Office, an EAS-21 level office. Window service hours at the Scottsboro Post Office are from 08:30 to 18:30, Monday through Friday, and 08:45 to 12:00 on Saturday. There are 272 post office boxes available.

Retail service is also available at the Grant Post Office an EAS-18 level office, located nine miles away. Window service hours at Grant Post Office are from 8:00 to 12:00 1:00-4:00, Monday through Friday and 09:00 to 11:00 on Saturday. There are 253 post office boxes available for rent.

The proposal to close the Langston Post Office was posted with an invitation for comment at the Langston Post Office, Grant Post Office and Scottsboro Post Office from May 23, 2011 to July 24, 2011. The following additional concerns were received during the proposal posting period:

## 1. Concern:

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office and that the Scottsboro Post Office was too far away.

## Response:

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Atmore Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

## 2. Concern:

Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office

## Response:

Langston provides quick, convenient service and the employees are nice and friendly. We are proposing to close the Langston, nothing is finalized. We will continue to provide quick and convenient service from our nice and friendly employees at the Scottsboro Post Office and our other post offices as well should we decide to close this office. You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not

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require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

3. Concern:

You stated that you would put up a rural mailbox if the Langston Post Office closes.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

4. Concern:

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. Concern:

You were concerned about having to travel to another post office for service and stated that you can not put up a rural box.

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Please contact the Postmaster of the delivering office about your not being able to have rural delivery. We want to assure you that our mission has not changed and that's to continue to provide excellent service to our customers.

6. Concern:

Customer expressed a concern that they requested and were denied rural delivery service.

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

7. Concern:

I. I live three miles from our post office now. I have been in business for 27 years and depend heavily on our post office in any direction from my residence it is a minimum of 30 to 45 minutes each way to any other post office. II. I can't imagine that the inconvenience to everyone around here is not the same as it is for me and in the economic time. Just the cost of fuel, oil and general wear and tear on vehicles will take quite a bit of money. I personally believe with the tax burden we bear for living on this river we at least deserve a darn post office.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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8. Concern:

I. I live three miles from the Langston Post Office, so although my mailing address is Section, it is much more convenient to utilize the services at Langston. I have utilized the Langston Post Office for the past 9 years and their service is excellent II. The citizens of Langston would have to travel to Section, Scottsboro or Guntersville for the closest post office. This is inconvenient. The post office assists in establishing the community and attracting people to the small rural area. There are no long lines when mailing packages. Service is quick and efficient. It is an asset to the community. III. Langston needs the post office to remain as is.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

9. Concern:

I. The Langston Post Office is close for the community, the next one is at Section or Scottsboro, 10 miles to Section, 16 or 18 miles to Scottsboro. II. Reason being why should a small community have to suffer always people that live in rural places suffer for bigger towns. III. The post office should stay open for convenience and the loyal people and customers of Langston.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

10. Concern:

Are you here to get recommendations to keep this office open? Yes or No?

Response:

Yes we are

11. Concern:

Customer expressed a concern about package delivery and pickup

Response:

The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

12. Concern:

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

13. Concern:

Customers asked why their post office was being discontinued while others were retained

Response:

The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

14. Concern:

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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15. **Concern:** DOCKET NO. Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail  
**Response:** ITEM NO. The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.  
PAGE
16. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community  
**Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
17. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community  
**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
18. **Concern:** Customers questioned the economic savings of the proposed discontinuance  
**Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
19. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities  
**Response:** The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
20. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Langston Post Office.  
**Response:** The employees will be reassigned to another office.
21. **Concern:** Customers stated that the number of miles from Scottsboro to Langston is 15 miles and 30 miles to Guntersville  
**Response:** We will take all this into consideration
22. **Concern:** Customers were concerned about a change of ZIP Code  
**Response:** The customer expressed a concern about a change of ZIP Code. PO Box customers will not have to change their ZIP codes, they will retain their last line of the address.

23. **Concern:** **DOCKET NO.** 1369838-35755  
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Customers were concerned about growth in the community.  
The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
24. **Concern:** Customers were concerned about having to travel to another post office for service.  
**Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
25. **Concern:** Customers were concerned about obtaining services from the carrier.  
**Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**  
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- PURCHASING POSTAL MONEY ORDERS**  
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- SPECIAL SERVICES**  
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.
- HOLDING MAIL**  
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
26. **Concern:** Customers were concerned about senior citizens.  
**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
27. **Concern:** Do you recognize county lines?

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26. Concern:

We do have ZIP Code boundaries that we adhere to.

Response:

I lived in Birmingham and there were three offices that we in close proximity and all they did in the back was walk around and talk, you should close those offices

We have certain criteria to follow before an office can be studied for closure

28. Concern:

I worked as a federal investigator for over 25 years and I know that the Inspector General makes over \$1M, so you all need to start cutting there instead of cutting the little stuff first.

Response:

The Inspector General falls under the OPM not the Postal Service.

30. Concern:

It will cost you more money than you are proposing to save paying the rural carrier for servicing 50 additional mailboxes. The increase will be around \$10,000 additional to the salary now, then you will have to pay the sub for 52 days at \$8000/yr

Response:

We will factor all this into our cost analysis before submitting to HQs

31. Concern:

The lessor is willing to reduce the lease of the facility

Response:

We are not responsible for negotiation of leases, our FSO office handles that, but we will inform them.

32. Concern:

We are very sensitive about our postmasters, we had postmasters that had to get permission from Washington to get married, Bonnie Taylor Richie and Lillie Mae Culbert

Response:

33. Concern:

We did not receive a questionnaire.

Response:

PO Box customers received notification in the PO Box and additional questionnaires were placed on the counter for retail customers.

34. Concern:

Why is our rural areas hit first and the hardest?

Response:

We are looking at all areas not just rural.

35. Concern:

Will my Daddy have to go to Scottsboro to get his PO Box mail?

Response:

Yes he will have to go to Scottsboro to pick up his box mail unless he opts for street delivery to his home.

36. Concern:

Will the carrier take a long time if I'm mailing packages no matter what size?

Response:

There is a form that can be completed which notifies the carrier of what service you need provided, if they need assistance they will notify their manager.

37. Concern:

You need to get away from the government and become private

Response:

Congress must approve this action

#### Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

#### Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.



2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

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## II. EFFECT ON COMMUNITY

Langston is an incorporated community located in JACKSON County. The community is administered politically by . Police protection is provided by the Jackson County Sheriff Office. Fire protection is provided by the Langston Volunteer Fire Dept. The community is comprised of farmers, retirees, travelers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Langston United Methodist Church , South Sauty Store Little Mountain Marina Mountain Lakes Resort Langston Quick Stop Kirbytown Hardware Langston Town Hall Allbreed Dog Training Cabaniss Cove LLC Shootrite Firearms Academy . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Langston Post Office will be available at the Scottsboro Post Office. Government forms normally provided by the Post Office will also be available at the Scottsboro Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

## III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on April 01, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

## IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 53,302 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 34,759
Fringe Benefits @ 33.5%	\$ 11,644
Annual Lease Costs	<u>+ \$ 13,000</u>
Total Annual Costs	\$ 59,403
Less Annual Cost of Replacement Service	<u>- \$ 6,101</u>
Total Annual Savings	<u>\$ 53,302</u>

## V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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## VI. SUMMARY

This is the final determination to close the Langston, AL Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Scottsboro Post Office, located 10 miles away.

The postmaster retired on April 01, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by community post office.

The Langston Post Office provided delivery and retail service to 51 PO Box or general delivery customers and 495 delivery route customers. The daily retail window transactions averaged 10. There are two permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$53,302 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Langston Post Office, Grant Post Office and Scottsboro Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Langston Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Langston Post Office, Grant Post Office and Scottsboro Post Office during normal office hours.



Dean J. Granholm  
Vice President of Delivery and Post Office Operations

08/22/2011

Date

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08/22/2011

OFFICER-IN-CHARGE/POSTMASTER  
Langston Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Langston Post Office Final  
Determination Docket No. 1369838 - 35755

Please post in the lobby the enclosed final determination to close the Langston Post Office. The final determination must be posted in a prominent place from 08/22/2011 through close of business on 09/23/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/24/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (205) 521-0485.

Sincerely,

A handwritten signature in cursive script that reads "Carliha Goree".

CARLIHA GOREE  
POST OFFICE REVIEW COORDINATOR  
PO BOX 906  
BIRMINGHAM, AL 35201-0906

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Enclosures:  
Final Determination Official Record

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09/20/2011

DISTRICT MANAGER  
ALABAMA PFC  
PO BOX 906  
BIRMINGHAM, AL, 35201-0906

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the  
LANGSTON, 35755-8231 Docket No. 1369838 - 35755

This is to advise you that an appeal to the final determination to discontinue the LANGSTON has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero  
Manager Field Performance West

cc:  
Vice President, Area Operations SOUTHWEST Area  
Government Relations and Public Policy

Postal Regulatory Commission  
Submitted 9/16/2011 3:58:06 PM  
Filing ID: 75816  
Accepted 9/16/2011



U.S. POSTAL REGULATORY COMMISSION  
Washington, DC 20268-0001

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Office of the Secretary

September 16, 2011

Donald J. Hahn  
146 Dolphin Point Drive  
Langston, AL 35755-7127

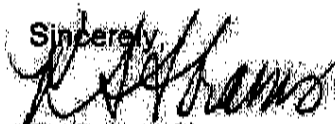
Re: Appeal of the Postal Service's Determination to Close the Langston Post Office,  
Langston, Alabama

Dear Mr. Hahn:

The Postal Regulatory Commission received your appeal regarding the Postal Service's determination to close the Langston post office, Langston, Alabama. Your appeal has been assigned Docket No. A2011-73.

A copy of Commission Form 61 is enclosed. You may complete Form 61 or file a brief to provide the Commission with arguments to support your appeal. See 39 CFR 3001.115. The deadline for submission of your arguments is October 19, 2011.

Sincerely,

  
Ruth Ann Abrams  
Acting Secretary

Enclosure

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Participant Statement

**PLEASE READ THIS ENTIRELY BEFORE  
FILLING OUT THE ENCLOSED  
"PARTICIPANT STATEMENT"**

## APPEALS OF POSTAL SERVICE DETERMINATIONS TO CLOSE OR CONSOLIDATE POST OFFICES

### INTRODUCTION

Congress statutorily requires the Postal Service to follow specific procedures and consider certain factors before making a Final Determination to close or consolidate a post office. The law gives any patron the right to appeal the Postal Service's final determination to the Postal Regulatory Commission, ("PRC" or "Commission"), an independent agency which is not affiliated with the Postal Service. When a patron appeals a Postal Service Final Determination, the PRC must decide whether the Postal Service's closure or consolidation of a post office is consistent with the law.

To assist the Commission in its consideration of an appeal of the Postal Service's decision to close or consolidate your post office, you may want to send a written statement explaining why you believe the Commission should reverse the Final Determination and return the entire matter for further consideration. Enclosed, please find a *Participant Statement* form that you may use to present your written argument.

### POSTAL REGULATORY COMMISSION AUTHORITY

With respect to appeals of Postal Service Final Determinations to close or consolidate a post office, the Commission is limited to "appellate jurisdiction." As a result, the Commission cannot conduct its own fact-finding investigation and must consider appeals based solely upon the record which consists of the Proposal, Final Determination and other documents the Postal Service collected during closure or consolidation consideration. Postal Service regulations require that a copy of the record be available at the affected post office for thirty (30) days after the Final Determination is posted. After the initial posting period, Postal Service employees will have information on how a copy of the record may be obtained.

Limitations on the Commission's authority prohibits it from returning a Final Determination to the Postal Service simply because the Commission believes a different result might be better. Rather, the PRC may only examine the Postal Service's decision and record in order to determine whether the Postal Service abided by the statutory guidelines. Specifically, the law requires that the Commission affirm the Postal Service's Final Determination unless the determination is:

- (A) arbitrary, capricious, an abuse of discretion or otherwise not in accordance with the law;

## Participant Statement

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(B) without observance of procedure required by law; or

(C) unsupported by substantial evidence on the record.

Furthermore, the Commission may not change the Postal Service's Final Determination. It may only (1) affirm the decision or (2) remand the entire matter to the Postal Service for further consideration.

### AUTHORITY OF POSTAL SERVICE

In keeping with its responsibility to operate the nation's mail system, the Postal Service has been given considerable authority over the operations of post offices; this authority includes the power to decide whether an office should be closed or consolidated. However, before reaching a decision to close or consolidate a post office, the Postal Service must follow a procedure set up by law as well as consider specific factors involved in such an action.

### PROCEDURE

The law sets out the steps the Postal Service must take before it closes or consolidates a post office. Specifically, the Postal Service, prior to making a determination . . . as to the necessity of the closing and consolidation of any post office, shall provide adequate notice of its intention to close or consolidate such post office *at least sixty (60) days prior to the proposed date of such closing or consolidation* to persons served by such post office to insure that that such persons will have an opportunity to present their views.

The Postal Service calls its "notice of its intention to close or consolidate" the "Proposal." As noted above, the proposal must be posted for sixty (60) days. During the sixty (60) days, patrons are invited to give the Postal Service their comments on the proposed closing or consolidation. The Postal Service calls its determination to close or consolidate the "Final Determination." Any determination of the Postal Service to close or consolidate a post office shall be in writing and shall include the findings of the Postal Service with respect to the considerations required to be made. Such determination and findings shall be made available to persons served by such post office. The Postal Service shall take no action to close or consolidate a post office *until sixty (60) days after its written determination is made available to persons served by such post office.*

### FACTORS TO BE CONSIDERED

In addition to following the required procedure, the Postal Service must also consider certain factors.

The Postal Service, in making a determination whether or not to close or consolidate a post office, shall consider:



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- (A) the effect of such closing or consolidation on the community served by such post office;
- (B) the effect of such closing or consolidation on employees of the Postal Service employed at such office;
- (C) whether such closing or consolidation is consistent with the policy of the Government . . . that the Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities and small towns where post offices are not self-sustaining;
- (D) the economic savings to the Postal Service resulting from such closing or consolidation; and
- (E) such other factors as the Postal Service determines are necessary.

#### PARTICIPANT STATEMENT

We have included a form that you may use for your written argument. The purpose of the Participant Statement is the same a formal brief which is to point out issues that you believe that Commission should consider in its review of the Postal Service's actions. You may file a Participant Statement as a formal brief. General examples of some issues that would be proper to include would be:

1. That the Postal Service did not consider certain issues it is required to consider;
2. The facts relied on by the Postal Service have not been established;
3. The Postal Service did not follow the procedure required by law; or
4. The facts is the Postal Service's final determination are true, but they do not prove what the Postal Service says they prove.

The Participant Statement should be as specific as possible.

In reviewing Postal Service determinations to close or consolidate post offices, Commission proceedings can be much less formal than is customary in courts. The Commission does not require patrons appealing Postal Service decisions to meet the usual format requirements for filed documents. No technical formalities are required. However, it is important that papers sent to the PRC are legible. It is also important for statements to be clear and as specific as possible.

The due date for a Participant Statement or brief can be found in the schedule which is attached as an Appendix to the "Notice and Order of Filing of Appeal." You should have a copy of the Notice and Order. If you do not, you should be able to find a copy posted at the post

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office. Under its rules, the Commission expects to receive briefs on the day specified in the schedule, rather than receiving briefs that are simply postmarked by that day.

**FILING THE PARTICIPANT STATEMENT OR BRIEF**

Address the Participant Statement or brief to:

Office of the Secretary  
Postal Regulatory Commission  
901 New York Avenue, NW, Suite 200  
Washington, DC 20268

Please include the PRC Docket Number on your Statement and any other papers you send to the Commission concerning the case.

## Participant Statement

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, DC 20268DOCKET NO. 1364838-35755  
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Post Office

State

ZIP Code

Docket No: \_\_\_\_\_

\_\_\_\_\_, Petitioner(s)

## PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the \_\_\_\_\_ post office. The Final Determination was posted \_\_\_\_\_ (date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

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Participant Statement

[The body of the document contains 20 horizontal lines, which appear to be a template for a statement or a list of items. The lines are evenly spaced and extend across the width of the page.]

Postal Regulatory Commission  
Submitted 9/15/2011 2:07:14 PM  
Filing ID: 75757  
Accepted 9/15/2011  
Docket No. A2011-73

**Postal Regulatory Commission**  
Washington, D.C. 20268-0001

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ITEM NO. 31  
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**NOTICE OF FILING UNDER 39 U.S.C. § 404(d)**

**TO THE UNITED STATES POSTAL SERVICE:**

Please take notice that on September 14, 2011, the Commission received a petition for review of the Postal Service's determination to close the Langston post office located in Langston, Alabama. The petition for review was filed by Donald J. Hahn (Petitioner) and is postmarked September 1, 2011.

This notice is advisory only and is being furnished so that the Postal Service may begin assembling the administrative record in advance of any formal appeal proceedings held upon the alleged (closing/consolidation) for transmittal pursuant to 39 CFR § 3001.113(a) (requiring the filing of the record within 15 days of the filing with the Commission of a petition for review). The Postal Service's administrative record is due no later than September 29, 2011.

  
Shoshana M. Grove  
Secretary

Date: September 15, 2011

Attachment

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Donald J. Hahn

RECEIVED

Received

146 Dolphin Point Drive, Langston AL 36044 SEP 14 P 3:39  
Telephone: 256.571.9717

SEP 07 2011

Email: [dshahn@bellsouth.net](mailto:dshahn@bellsouth.net)

POSTAL REGULATORY  
COMMISSION  
U.S. DEPT. OF THE TREASURY

Office of PAGR

August 31, 2011

Postal Regulatory Commission  
901 New York Ave NW, Ste 200  
Washington DC 20268-0001

Subject: Docket #1369838-35755 Appeal of Closure.

Dear Sir or Madam:

I have obtained a copy of the final determination to close the Langston AL post office and find it contains incorrect information and makes no reference to additional information provided at the community meeting. At that meeting the postal service representatives presented an attitude that the decision had already been made, and they did not care what we had to say. From the quality of the written response this premise is supported.

On the first page under #1 it is indicated that service is available in Scottsboro, AL and Grant AL only nine miles away. The post office in Scottsboro is 19 miles away from my home, and Grant is 33 miles away. The repeated response to most questions was that services can be obtained from the letter carrier. In order to get those services we need to contact the post office to arrange for other than routine services (if they will answer the telephone). Our local office always answers the telephone. Scottsboro AL has poor access, limited parking and poor customer service. People come from Scottsboro and Section AL to Langston's post office because of the customer service provided.

Non postal concerns on the second page commented on the customer service issue by saying we could get friendly service at the Atmore Post office, which is 300 miles away.

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They may be correct that we need to go that far for friendly, efficient service; but I do not want to.

The community meeting presented a statement that the person who owned the building would be willing to reduce the lease expense to keep the post office. The response was that the postal workers had nothing to do with the leases, but they would take that into consideration. They did nothing but indicate lease savings based on the annual amount paid. Is the lease month to month, or is it long term and the post office must pay until the lease expires? If so, then that savings cannot be counted.

Information about a permanent site 150 lot camp ground currently selling or two property developments with homes being built which was presented by a Langston Councilmember was not even mentioned in the report.

The financial analysis for closing appears to be misleading. There has been no postmaster for 18 months. Relief people who receive no benefits at all have been staffing this post office. It seems that this staffing cost plus the revenue vs. the increased cost of delivery would make this facility profitable to the postal service. Since the lease cost may or may not be a factor.

In conclusion, it appears that the figures and decision was pre-made and nothing the citizens presented was considered. Our travel hardship, the fact that we need to get cash somewhere to pay the mail carrier if we can arrange service, the potential growth in our area and the lack of quality service available in the larger, miles away post offices were really not considered.

I respectfully request that you reconsider this final determination based on its selective presentation of information favorable to closing without a corresponding analysis of the quality of service available in the area; and the repetitious canned answers to the residents of Langston's valid concerns.

Thank you for your consideration.

  
Donald J Hahn

Postal Regulatory Commission  
Submitted 9/16/2011 2:38:31 PM  
Filing ID: 75807  
Accepted 9/16/2011  
ORDER NO. 858

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

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Before Commissioners:

Ruth Y. Goldway, Chairman;  
Mark Acton, Vice Chairman;  
Tony L. Hammond; and  
Nanci E. Langley

Langston Post Office  
Langston, Alabama

Docket No. A2011-73

NOTICE AND ORDER ACCEPTING APPEAL AND  
ESTABLISHING PROCEDURAL SCHEDULE

(Issued September 16, 2011)

Notice is hereby given that, pursuant to 39 U.S.C. 404(d), on September 14, 2011, the Commission received a petition for review of the Postal Service's determination to close the Langston post office in Langston, Alabama. The petition was filed by Donald J. Hahn (Petitioner) and is postmarked September 1, 2011. The Commission hereby institutes a proceeding under 39 U.S.C. 404(d)(5) and establishes Docket No. A2011-73 to consider Petitioner's appeal. If Petitioner would like to further explain his position with supplemental information or facts, Petitioner may either file a Participant Statement on PRC Form 61 or file a brief with the Commission no later than October 19, 2011.

*Categories of issues apparently raised.* Petitioner contends that: (1) the Postal Service failed to consider the effect of the closing on the community (*see* 39 U.S.C.



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404(d)(2)(A)(i)); (2) the Postal Service failed to consider whether or not it will continue to provide a maximum degree of effective and regular postal services to the community (see 39 U.S.C. 404(d)(2)(A)(iii)); and (3) failure to observe procedures required by law (see 39 U.S.C. 404(d)(5)(B)).

After the Postal Service files the administrative record and the Commission reviews it, the Commission may find that there are more legal issues than those set forth above, or that the Postal Service's determination disposes of one or more of those issues. The deadline for the Postal Service to file the applicable administrative record with the Commission is September 29, 2011. See 39 CFR 3001.113. In addition, the due date for any responsive pleading by the Postal Service to this Notice is September 29, 2011.

*Availability; website posting.* The Commission has posted the appeal and supporting material on its website at <http://www.prc.gov>. Additional filings in this case and participants' submissions also will be posted on the Commission's website, if provided in electronic format or amenable to conversion, and not subject to a valid protective order. Information on how to use the Commission's website is available online or by contacting the Commission's webmaster via telephone at 202-789-6873 or via electronic mail at [prc-webmaster@prc.gov](mailto:prc-webmaster@prc.gov).

The appeal and all related documents are also available for public inspection in the Commission's docket section. Docket section hours are 8 a.m. to 4:30 p.m., eastern time, Monday through Friday, except on Federal government holidays. Docket section personnel may be contacted via electronic mail at [prc-dockets@prc.gov](mailto:prc-dockets@prc.gov) or via telephone at 202-789-6846.

*Filing of documents.* All filings of documents in this case shall be made using the Internet (Filing Online) pursuant to Commission rules 9(a) and 10(a) at the Commission's website, <http://www.prc.gov>, unless a waiver is obtained. See 39 CFR 3001.9(a) and 3001.10(a). Instructions for obtaining an account to file documents online may be found on the Commission's website or by contacting the

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Commission's docket section at *pro-dockets@pro.gov* or via telephone at 202-789-6846.

The Commission reserves the right to redact personal information which may infringe on an individual's privacy rights from documents filed in this proceeding.

**Intervention.** Persons, other than Petitioner and respondent, wishing to be heard in this matter are directed to file a notice of intervention. *See* 39 CFR 3001.111(b). Notices of intervention in this case are to be filed on or before October 11, 2011. A notice of intervention shall be filed using the Internet (Filing Online) at the Commission's website unless a waiver is obtained for hardcopy filing. *See* 39 CFR 3001.9(a) and 3001.10(a).

**Further procedures.** By statute, the Commission is required to issue its decision within 120 days from the date it receives the appeal. *See* 39 U.S.C. 404(d)(5). A procedural schedule has been developed to accommodate this statutory deadline. In the interest of expedition, in light of the 120-day decision schedule, the Commission may request the Postal Service or other participants to submit information or memoranda of law on any appropriate issue. As required by the Commission rules, if any motions are filed, responses are due 7 days after any such motion is filed. *See* 39 CFR 3001.21.

*It is ordered:*

1. The Postal Service shall file the applicable administrative record regarding this appeal no later than September 29, 2011.
2. Any responsive pleading by the Postal Service to this Notice is due no later than September 29, 2011.
3. The procedural schedule listed below is hereby adopted.

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4. Pursuant to 39 U.S.C. 505, Cassandra L. Hicks is designated officer of the Commission (Public Representative) to represent the interests of the general public.
5. The Secretary shall arrange for publication of this Notice and Order in the *Federal Register*.

By the Commission.

Ruth Ann Abrams  
Acting Secretary

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# PROCEDURAL SCHEDULE

September 14, 2011	Filing of Appeal
September 29, 2011	Deadline for the Postal Service to file the applicable administrative record in this appeal
September 29, 2011	Deadline for the Postal Service to file any responsive pleading
October 11, 2011	Deadline for notices to intervene (see 39 CFR 3001.111(b))
October 19, 2011	Deadline for Petitioner's Form 61 or initial brief in support of the petition (see 39 CFR 3001.115(a) and (b))
November 8, 2011	Deadline for answering brief in support of the Postal Service (see 39 CFR 3001.115(c))
November 23, 2011	Deadline for reply briefs in response to answering briefs (see 39 CFR 3001.115(d))
November 30, 2011	Deadline for motions by any party requesting oral argument; the Commission will schedule oral argument only when it is a necessary addition to the written filings (see 39 CFR 3001.116)
December 30, 2011	Expiration of the Commission's 120-day decisional schedule (see 39 U.S.C. 404(d)(5))

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